

POSITION:	LIBRARY ASSISTANT (BRANCH SERVICES)
REPORTS TO:	BRANCH LIBRARIAN
ACCOUNTABLE TO:	COORDINATOR, CUSTOMER EXPERIENCE (LIBRARIES)
GROUP:	CULTURE, COMMUNITY & RECREATION
DATE REVISED:	JULY 2021

ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

PRIMARY PURPOSE

Contribute to effective branch library operations in alignment with Maitland City Council Library's strategic direction and operational targets through assisting in the provision of customer-focused services and programs, including maintenance of collections and service areas.

ROLE CLASSIFICATION

The classification of this role is a Tier 6 (staff) and its approved level and scope is based on the Award Skill Descriptors:

- **Authority and accountability** – This role is responsible for the completion of work requiring the application of administrative and technical skills.
- **Judgement and problem solving** – This role is required to have skills in assessing situations and in determining processes, tools and solutions to problems. Guidance is available.
- **Specialist knowledge and skills** – The role is required to have demonstrated competence in a number of key skill areas related to major elements of the job.
- **Management skills** – This role may require skills in the coordination of small groups.
- **Interpersonal skills** – This role is required to have communication skills to explain situations or advise others.
- **Qualification and experience** – Appropriate work related technical or administrative qualifications.

CORE ACCOUNTABILITIES

1. Assist in the delivery of branch library lending, information, readers' advisory and technology services, including assisting customers to access library collections, services and technology in accordance with the library's customer service charter.
2. Assist in the provision of accurate and timely customer service activities.
3. Maintain presentation of library collections and service areas.
4. Assist in the delivery and evaluation of branch library programs and events, including maintenance of records.
5. Complete basic financial transactions with regard to fines and any other incoming monies.

The incumbent is required to undertake any other duties, projects or tasks as directed by the Branch Librarian, which are within his/her skills, competence and training.

The incumbent is to comply with the organisations policies and procedures and undertake training and development.

PERSON PROFILE

- Achieve Results
- Communicates with influence
- Cultivates productive relationships
- Models personal drive and integrity
- Support strategic thinking

ESSENTIAL CRITERIA

1. Certificate III in Library and Information Services, equivalent qualification and/or equivalent experience in a customer service or library environment.
2. Contemporary industry knowledge and demonstrated experience in a customer service-oriented environment.
3. Demonstrated effective oral communication skills and ability to communicate with a diverse group of customers in a courteous manner.
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Contemporary experience in continuous improvement and ability to embrace and implement change, including capacity to actively engage with a community focus.
6. Working with Children Check Clearance number.

DESIRABLE CRITERIA

1. Knowledge of library branch operations and program delivery.
2. Knowledge of technical services operations including acquisitions and cataloguing.
3. Class C drivers licence



Date:

Agreed:

Employee Name

Employee signature

